

14 FAH-4 H-250 INCOMING POUCHES

(CT:DPM-2; 05-06-2009)
(Office of Origin: A/LM)

14 FAH-4 H-251 PICKING UP INCOMING POUCHES

(CT:DPM-2; 05-06-2009)

- a. After receiving classified pouches from the courier, post's escort is not to stop or leave the pouches unattended until the pouches reach post's controlled access area. See also 12 FAM 126.3, "Custody After Delivery." Pouch escort duty is shared by all agencies at post that use the classified pouch (see 12 FAM 151.1, paragraph a).
- b. Unclassified pouches must be retrieved from the airport as soon as possible after arrival. The employee, contractor, or commercial freight forwarder receiving the pouches from the carrier must compare the number of pouches with the airway bill before leaving the airport facility. Report all pouch discrepancies to the Pouch Control Officer (PCO) and the Diplomatic Pouch and Mail (DPM) Answerperson immediately.

14 FAH-4 H-252 RECEIVING INCOMING POUCHES

14 FAH-4 H-252.1 Opening Pouches

(CT:DPM-2; 05-06-2009)

- a. Check for tag and seal integrity. If missing or broken on unclassified pouches, report the situation to the Pouch Control Officer (PCO), contact the originator by e-mail, sending a carbon copy to the DPM-Answerperson. If missing or broken on classified pouches, follow the procedures in 14 FAH-4 H-213.2-5 to report a suspected compromise of pouch contents.
- b. Only Top Secret-cleared U.S. citizens may open classified pouches. The PCO may designate Locally Employed Staff or other employees to open unclassified pouches (except that unclassified controlled air pouches (UCAP) must be opened by a Top Secret-cleared U.S. citizen).

- c. Each pouch must have Form DS-3082, Pouch Invoice Form (see 14 FAH-4 H-232.1, paragraph and 14 FAH-4 H-242). The form should be on the top of the items in the pouch. Pouch bags must not be stored or reused until the invoice is located. If no invoice is found, contact the originator via e-mail, with a carbon copy to DPM-Answerperson.
- d. The employee opening the pouch must verify that the pouch contents match the Pouch Invoice and sign and print the employee's name in the "received" block of the pouch invoice form. The date entered in the "Date Received" block is the date the pouch actually arrived at the post, not the date it was opened. The month may be spelled out or abbreviated. Do not use numbers to indicate the month.
- e. Posts receiving pouch containers that are not properly prepared (such as multiple items in a W bag or overweight bag) must notify the originator by e-mail, with a carbon copy to DPM-Answerperson.

14 FAH-4 H-252.2 Reporting Delayed or Missing Pouches

(CT:DPM-2; 05-06-2009)

- a. Any break in the sequence of pouch invoice numbers indicates that the pouch has been misrouted or lost, or the invoice number has been invalidated. In Integrated Logistical Management System Diplomatic Pouch and Mail (ILMS DPM), breaks in sequence occur when an invoice is generated but not used; the computer-based system helps to identify breaks in sequence and why they occur.
- b. Any break in invoice numbers from manual posts must be reported immediately via e-mail to the originator with a carbon copy to DPM-Answerperson.
- c. The following information must be included in e-mails reporting breaks in pouch invoice series:
 - (1) Sending/receiving post;
 - (2) Missing series numbers, i.e., A-36 through A-40;
 - (3) The air waybill number if known; and
 - (4) Any additional information that might aid in pouch tracing.

14 FAH-4 H-253 CHECKING ACCOUNTABLE ITEMS

(CT:DPM-2; 05-06-2009)

- a. The integrity of the diplomatic pouch system depends on accurate handling of all accountable items.
- b. For each accountable item listed on the invoice there must be a corresponding item in the pouch. If an accountable item is listed on the invoice but is not included in the pouch, or if accountable tracking numbers do not match the invoice, notify the originator via e-mail within 24 hours.

14 FAH-4 H-254 PROCESSING INVOICES

14 FAH-4 H-254.1 Receipt at Manual Posts

(CT:DPM-2; 05-06-2009)

- a. If the incoming pouch is from a manual post, only the white or pink original and yellow copy of Form DS-3082 are in the pouch. Process them as follows:
 - (1) The employee who opens the pouch must sign and date the white or pink original and return it to the originating post with the next pouch dispatch. Invoices may be collected for no more than one week before returning them to the post of origin.
 - (2) Place the invoices in an envelope addressed to the PCO at the post of origin. Courier [C] invoices being returned to the Department must be addressed to:

DEPARTMENT OF STATE
A/LM/PMP/DPM/C
SA-8
WASHINGTON DC 20522-0801;

Airfreight [A] invoices being returned to the Department must be addressed to:

DEPARTMENT OF STATE
A/LM/PMP/DPM/U
SA-32
WASHINGTON DC 20522-3201.

- (3) File the yellow copy alphabetically by destination post, then by

pouch channel within the destination post.

- b. If the incoming pouch is from the Department or an ILMS DPM post, two copies of the Pouch Invoice Form DS-3082 are in the pouch. Manual posts date, sign and print name on both copies of the invoice, file the "TO" copy, and send the "FROM" copy back to the originating post.

14 FAH-4 H-254.2 Receipt at ILMS DPM Posts

(CT:DPM-2; 05-06-2009)

- a. If the incoming pouch is from a manual post, following the instructions in 14 FAH-4 H-254.1 paragraph a above.
- b. If the incoming pouch is from the Department or from an ILMS DPM post, one copy of the Pouch Invoice Form DS-3082 is in the pouch. After verifying the receipt of registered items and after marking the pouches and items as "received" in ILMS DPM, the "TO" invoice may be signed, dated and filed, or destroyed by shredding.

14 FAH-4 H-255 DISTRIBUTING ITEMS

14 FAH-4 H-255.1 Safeguarding Items

(CT:DPM-2; 05-06-2009)

- a. Receipt by mailroom personnel of accountable and non-accountable items arriving by classified or unclassified pouch does not constitute final receipt of the item, which occurs when the item is picked up by or delivered to the destination office or individual addressee. Although the Department does not accept responsibility for lost or damaged items in the pouch (see 14 FAH-4 H-228), the PCO is responsible for the safeguarding of items under his control until final receipt.
- b. Inbound classified items must be stored under the control of the PCO in approved security containers in a controlled access area or in open storage in a vault until final receipt.
- c. Inbound unclassified accountable items must be stored under the control of the PCO in a bar lock container, usually in the locked unclassified mail room, until final receipt. Other inbound unclassified items should be distributed to the addressee's mail receptacle or open-shelf storage area, in the locked unclassified mail room, as soon as possible after receipt of the pouches.

14 FAH-4 H-255.2 Signing for Accountable Items

(CT:DPM-2; 05-06-2009)

- a. All accountable items, whether classified or unclassified, must be signed for before release. The signatory may be either the addressee or his designee. For unclassified item pickup, if the signatory is unknown by sight to the PCO or mail clerk releasing the accountable item, U.S. Government photo identification must be shown. For classified item pickup, U.S. Government photo identification must be shown.
- b. At manual posts, signatories sign for accountable items on post's copy of the Form DS-3082, which is filed in the mail room as evidence of final delivery.
- c. At ILMS DPM posts, the system produces the Registered Mail Invoice DS-712 that lists all undelivered accountable items by agency. The signatories sign for accountable items, which is filed in the mail room as proof of delivery.
- d. At ILMS DPM posts, after delivery of accountable items to the addressee or designee, the PCO or designee must enter the signatory's name and actual pick-up date into the system, as evidence of final delivery.

14 FAH-4 H-255.3 Items for Other Agencies

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- a. Abroad: Post messenger service may or may not be provided to other agencies. When an agency is in doubt, its post representative should contact its parent agency for verification of service. If service is not provided to the agency, then the subject agency is responsible for arranging pick-up from the Embassy mail room.
- b. In Washington: Items from other agencies for onward mailing either within the continental United States (CONUS) or to DPO addresses are delivered to the originating agency's headquarters.
- c. DIA only accepts items for onward mailing that is originated by U.S. Defense Attaché offices, not for ODC, SAO, MAG, or any other military element.

14 FAH-4 H-255.4 Forwarding Items for Transferred Employees

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- a. Personal letters, flats, and parcels received by pouch for employees transferred to other posts should be forwarded directly to the new post,

domestic Department address, or personal domestic address, when economically feasible.

- (1) Forward first class, priority, and express mail to the new address for 12 months after the employee's departure. After 12 months, mark the mail "return to sender."
 - (2) Forward periodicals (includes newspapers and magazines) to the new address for 60 days. Periodicals should be marked "return to sender" after 60 days only if the publisher has indicated "Address Service Requested" or has another similar endorsement. If there is no endorsement, dispose of periodicals after 60 days.
 - (3) Forward parcels to the new pouch address for 12 months. Do not forward parcels to a domestic Department address. To forward parcels to a domestic personal address, contact the addressee for instructions on how to pay mailing costs imposed by the USPS.
- b. United States Postal Service (USPS) forwarding guidelines are very detailed depending on the mailer's endorsement type. Mailer endorsements are:

Address Service Requested
Forwarding Service Requested
Return Service Requested
Change Service Requested

For further guidance contact the DPM-Answerperson. It may be necessary for A/LM/PMP/DPM to coordinate with the USPS to answer your inquiry.

14 FAH-4 H-256 THROUGH H-259 UNASSIGNED